

8. Measurement	
Average Completed Interval – (DSL)	
Definition:	
Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.	
Exclusions.	
<input type="checkbox"/> Excludes non-business days. <input type="checkbox"/> Excludes customer requested due dates other than interval offered and orders delayed for customer reasons. <input type="checkbox"/> Exclude PIC and LPIC orders.	
Business Rules:	
<input type="checkbox"/> Report period is a calendar month. <input type="checkbox"/> The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center. <ul style="list-style-type: none"> • Business days (M-F, excluding PB/NB official holidays) • Business hours: <ul style="list-style-type: none"> Resale/Retail 8 a.m. to 5 p.m. Facility based 8 a.m. to 5 p.m. <input type="checkbox"/> Excludes non-business days. <input type="checkbox"/> Excludes customer requested due dates other than interval offered and orders delayed for customer reasons. <ul style="list-style-type: none"> • If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer). • If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). <input type="checkbox"/> Exclude PIC and LPIC orders. <input type="checkbox"/> XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.	
Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2w digital loop(xDSL capable)	ADSL

Calculation:	Report Structure:
<p>Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.</p>	<p><input type="checkbox"/> Needs to be reported by:</p> <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

9. Measurement	
Average Response Time for Loop Make-Up Information –(New)	
Definition:	
The average time required to provide loop qualification for ADSL	
Exclusions	
None	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
Disaggregation:	
ADSL or other DSL as determined by the Public Utility Commission.	
Calculation:	Report Structure:
Sum (Data and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualification	CLEC, All CLECs and Pacific Bell/Nevada Bell.
Benchmark:	
Parity	

Maintenance

10a. Measurement	
Percentage of Customer Trouble not Resolved within Estimated Time - POTS	
Definition:	
Measures the percent of trouble reports not cleared by the commitment time.	
Exclusions	
<input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Business Rules:	
<input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Report by dispatch/no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are:	
POTS Residence POTS Business	
Calculation:	Report Structure:
(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

10b. Measurement
Percentage of Customer Trouble not Resolved within Estimated Time - UNE
Definition:
Measures the percent of trouble reports not cleared by the commitment time.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Report by dispatch/no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2/w wire 8db analog (incl Coin/analog PBX)	POTS Business (fielded)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport (incl.DS1 and DS3)	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation:	Report Structure:
(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

11a. Measurement	
Frequency of Repeat Troubles in 30 Day Period - POTS	
Definition:	
Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Exclusions	
<input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports . <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Business Rules:	
<input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type, SGT • NXX Code Opening Troubles <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are: POTS Residence POTS Business	
Calculation:	Report Structure:
(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

11b. Measurement
Frequency of Repeat Troubles in 30 Day Period - Design
Definition:
Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type, SGT • NXX Code Opening Troubles <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
Disaggregation:
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>ISDN CENTREX PBX DDS DS1 DS3 VGPL/DS0</p>

Calculation:	Report Structure:
(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

11c. Measurement	
Frequency of Repeat Troubles in 30 Day Period - UNE	
Definition:	
Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Exclusions	
<input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Business Rules:	
<input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type, SGT (including PNP) • NXX Code Opening Troubles <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2/4w (8db) analog loop	POTS-Business (Fielded)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop (ISDN)	ISDN(BRI)
2w digital loop (xDSL)	ADSL
4w digital loop (ISDN PRI)	DS1
UNE Port – Basic Analog	POTS-Business (no-dispatch)
UNE Port – CENTREX	CENTREX
UNE Port – PBX DID	PBX DID
UNE Port – ISDN (BRI)	CENTREX
UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)
UNE Dedicated Transport	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks (no-dispatch)	ILEC Dedicated Trunks
PNP - Port Out	(Issue still to be resolved)

Calculation:	Report Structure:
(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

12a. Measurement
Average Time to Restore - POTS
Definition:
Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type • NXX Code Opening Troubles <input type="checkbox"/> By dispatch and no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.
Disaggregation:
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>POTS Residence</p> <p>POTS Business</p>

Calculation:	Report Structure:
(Total duration of customer network trouble reports) / (Total customer network trouble reports)	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

12b. Measurement
Average Time to Restore - Design
Definition:
Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type • NXX Code Opening Troubles <input type="checkbox"/> By dispatch and no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.

Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are:	
ISDN CENTREX PBX DDS DS1 DS3 VGPL/DS0	
Calculation:	Report Structure:
(Total duration of customer network trouble reports) / (Total customer network trouble reports)	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

12c. Measurement
Average Time to Restore - UNE
Definition:
Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type (including PNP) • NXX Code Opening Troubles <input type="checkbox"/> By dispatch and no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.

Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2/4w (8db) analog loop	POTS-Business (Fielded)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop (ISDN)	ISDN(BRI)
2w digital loop (xDSL)	ADSL
4w digital loop (ISDN PRI)	DS1
UNE Port – Basic Analog	POTS-Business (no-dispatch)
UNE Port – CENTREX	CENTREX
UNE Port – PBX DID	PBX DID
UNE Port – ISDN (BRI)	CENTREX
UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)
UNE Dedicated Transport	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks (no-dispatch)	ILEC Dedicated Trunks
PNP - Port Out	(Issue still to be resolved)
Calculation:	Report Structure:
(Total duration of customer network trouble reports) / (Total customer network trouble reports)	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

13a. Measurement	
Customer Trouble Report Rate - POTS	
Definition:	
Measures the total number of network customer trouble reports received within a calendar month per 100 access lines.	
Exclusions	
<input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports.	
Business Rules:	
<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • SGT, service group type • NXX code opening troubles <input type="checkbox"/> Access line/circuit count taken from the previous month. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports.	
Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are: POTS Residence POTS Business	
Calculation:	Report Structure:
(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

13b. Measurement
Customer Trouble Report Rate - Design
Definition:
Measures the total number of network customer trouble reports received within a calendar month per 100 circuits.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • SGT, service group type • NXX code opening troubles <input type="checkbox"/> Access line/circuit count taken from the previous month. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Interconnection trunks are non-dispatch e.g. dispatch-in.
Disaggregation:
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>ISDN CENTREX PBX DDS DS1 DS3 VGPL/DS0</p>

Calculation:	Report Structure:
(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

13c. Measurement
Customer Trouble Report Rate -UNE
Definition:
Measures the total number of network customer trouble reports received within a calendar month per 100 UNEs.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • SGT, service group type (including PNP) • NXX code opening troubles <input type="checkbox"/> Access line/circuit count taken from the previous month. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports <input type="checkbox"/> Interconnection trunks are non-dispatch e.g. dispatch-in.

Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2/4w (8db) analog loop	POTS - Business (Dispatch)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop (ISDN)	ISDN(BRI)
2w digital loop (xDSL)	ADSL
4w digital loop (ISDN PRI)	DS1
UNE Port – Basic Analog	POTS - Business (Dispatch)
UNE Port – CENTREX	CENTREX
UNE Port – PBX DID	PBX DID
UNE Port – ISDN (BRI)	CENTREX
UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)
UNE Dedicated Transport	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks (no-dispatch)	ILEC Dedicated Trunks
PNP - Port Out	(Issue still to be resolved)
Calculation:	Report Structure:
(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

Interconnection

14. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups – (New)	
Definition:	
The average time to restore service affecting trunk groups.	
Exclusions	
<ul style="list-style-type: none">• Items beyond Pacific Bell/Nevada Bell Control• CLEC Switch and Facility failures• Cable cuts/Fiber cuts	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by Pacific Bell/Nevada Bell.	
Disaggregation:	
<ul style="list-style-type: none">• Tandem trunk groups• Non-Tandem trunk groups• By Market Region	
Calculation:	Report Structure:
Total trunk group outage time / total trunk group trouble reports	Reported for CLEC, all CLECs and Pacific Bell/Nevada Bell.
Benchmark:	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

15. Measurement	
% Trunk Blockage – (New)	
Definition:	
Percent of calls blocked on outgoing traffic from Pacific Bell/Nevada Bell end office to CLEC end office and from Pacific Bell/Nevada Bell tandem to CLEC end office	
Exclusions	
None	
Business Rules:	
<p>Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.</p> <p>No penalties or liquidated damages apply:</p> <ul style="list-style-type: none"> • If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • Pacific Bell/Nevada Bell is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. • If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by Pacific Bell/Nevada Bell or in the timeframe specified in the ICA. • If CLEC fails to provide a forecast. • If CLEC's actual trunk usage, as shown by Pacific Bell/Nevada Bell from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement. <p>The exclusions do not apply if Pacific Bell/Nevada Bell fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Pacific Bell/Nevada Bell refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.</p>	
Disaggregation:	
<ul style="list-style-type: none"> • The Pacific Bell/Nevada Bell end office to CLEC end office and Pacific Bell/Nevada Bell tandem to CLEC end office trunk blockage will be reported separately • By Market Region 	
Calculation:	Report Structure:
(Count of blocked calls / total calls offered) x 100	Reported for CLEC, all CLECs and Pacific Bell/Nevada Bell.
Benchmark:	
Dedicated Trunk Groups not to exceed blocking standard of B.01.	

Coordinated Conversions

16. Measurement
Coordinated Customer Conversion as a Percentage on Time
Definition:
Measures the percentage of coordinated orders (TBCC) completed on time for all orders where CLEC has requested coordination (including PNP).
Exclusions
<ul style="list-style-type: none"> ❑ Excludes CLEC caused misses. <ul style="list-style-type: none"> • If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer). • If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). ❑ Exclude PIC and LPIC orders.
Business Rules:
<ul style="list-style-type: none"> ❑ Orders (TBCC) completed on time (within one hour of committed order due time) for all orders where CLEC has requested coordination refers to the “Due” time of the TBCC designation. ❑ Requires an end time for a TBCC order. ❑ Estimated time to complete an order + 1 hour to be compared to completion time for retail parity. ❑ Most recent TBCC is the coordinated cut to be used in this measurement. ❑ Report period is a calendar month. ❑ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center. <ul style="list-style-type: none"> • Business days (M-F, excluding PB/NB official holidays) • Business hours: <ul style="list-style-type: none"> Resale/Retail 8 a.m. to 5 p.m. Facility based 8 a.m. to 5 p.m. ❑ Excludes CLEC caused misses. <ul style="list-style-type: none"> • If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer). • If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). ❑ Exclude PIC and LPIC orders. ❑ Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).

Disaggregation:	
Completed coordinated service orders <ul style="list-style-type: none"> • Coor. Conversions (Res.) Coor. Conv. (Res) • Coor. Conversions (Bus.) Coor. Conv. (Bus) • Coor. Conversions (PNP-Port Out) Coor. Conv. (PNP-Port In/Back) 	
Calculation:	Report Structure:
((Number of coordinated orders completed by due date and time) / (Count of coordinated orders completed in reporting period)) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

Collocation

17. Measurement	
% Missed collocation due dates – (New)	
Definition:	
The percent of Pacific Bell/Nevada Bell caused missed due dates for Collocation projects.	
Exclusions	
None	
Business Rules:	
<p>The clock starts when Pacific Bell/Nevada Bell receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation cage is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by Pacific Bell/Nevada Bell and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none"> • CLEC return to Pacific Bell/Nevada Bell corrected and complete floor plan drawings • CLEC placement of required component(s) <p>If the business rules and tariff are inconsistent, the terms of the tariff will apply.</p>	
Disaggregation:	
Physical, virtual, and additions	
Calculation:	Report Structure:
(Count of number of Pacific Bell/Nevada Bell caused missed due dates for physical collocation facilities / total number of physical collocation projects) x 100	Reported for individual CLEC and all CLECs
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late.	

Billing

18. Measurement	
Billing Timeliness	
Definition:	
This measurement captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.	
Exclusions	
<input type="checkbox"/> Excludes: <ul style="list-style-type: none"> • paper bill • magnetic bill • CD ROM bill • Custom Bill diskette bill 	
Business Rules:	
Measures the time the bill is made available to CLEC	
Disaggregation:	
<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection 	
Calculation:	Report Structure:
Sum ((Invoice Transmission Availability Date) – (Date of Scheduled Bill Cycle Close)) / (Count of Invoices Transmitted in Reporting Period)	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC Affiliates
Benchmark:	
Standard – 99% within 10 days	

OSS

19. Measurement	
Percentage of Time Interface is Available	
Definition:	
Measures percent of time OSS interface is available compared to scheduled availability.	
Exclusions	
None	
Business Rules:	
<input type="checkbox"/> Report period is a calendar month. <input type="checkbox"/> By interface type for all interfaces accessed by CLECs <ul style="list-style-type: none"> • pre-ordering • ordering • maintenance <input type="checkbox"/> Outage hours are obtained from outage reports. <input type="checkbox"/> Any change requests for extended availability during the reporting period are added to the scheduled hours.	
Disaggregation:	
<input type="checkbox"/> By interface type for all interfaces accessed by CLECs: <ul style="list-style-type: none"> • pre-ordering • ordering • maintenance 	
Calculation:	Report Structure:
((Number of Scheduled System Available hours)-(Number of Unscheduled System Unavailable Hours)) / Scheduled System Available Hours) x 100	<input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • CLEC in the aggregate • ILEC
Benchmark:	
Parity for Pacific Bell/Nevada Bell for systems used by both ILEC and CLEC.	
Benchmark 99.25% for OSS interfaces used exclusively by CLECs.	

Interconnection

20. Measurement	
Percent Blocking on Common Trunks	
Definition:	
Measures the percent of common and shared transport trunk groups exceeding 2% blockage.	
Exclusions	
None	
Business Rules:	
<input type="checkbox"/> Report month is the calendar month. <input type="checkbox"/> Threshold exception trunk detail. <input type="checkbox"/> Needs to be reported by: Common/shared transport trunk group type <input type="checkbox"/> Exception reporting only. <input type="checkbox"/> Includes histogram distribution chart.	
Disaggregation:	
Needs to be reported by trunk type.	
Calculation:	Report Structure:
(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100	<input type="checkbox"/> Needs to be reported by: Common/shared transport trunk group
Benchmark:	
2% of trunk groups blocking at no more than 2% blocking	

Attachment A-3

CALCULATION OF PARITY AND BENCHMARK PERFORMANCE AND VOLUNTARY PAYMENTS

I. Z-Tests

- Modified Z-tests, as outlined below, will be used to determine parity when comparing an SBC/Ameritech incumbent LEC's and the CLEC's results for the difference between two means or two percentages, or the difference in two proportions.
- The modified Z-tests are applicable if the number of data points is greater than 30 for averages or means. For measurements with less than 30 data points SWBT may use the permutations test or Alternative-1 described under "Qualifications to use Z-Test heading below.
- Parity exists when the measured results in a single month (whether in the form of means, percents, or proportions) for the same measurement, at equivalent disaggregation, for both SWBT and the CLEC are used to calculate a Z-test statistic and the resulting value is no greater than the critical Z-value as discussed below.
- For parity measurement results that are expressed as averages or means:

$$Z = (\text{DIFF}) / \delta_{\text{DIFF}}$$

Where;

$$\text{DIFF} = M_{\text{ILEC}} - M_{\text{CLEC}}$$

$$M_{\text{ILEC}} = \text{ILEC Average}$$

$$M_{\text{CLEC}} = \text{CLEC Average}$$

$$\delta_{\text{DIFF}} = \text{SQRT} [\delta^2_{\text{ILEC}} (1/n_{\text{CLEC}} + 1/n_{\text{ILEC}})]$$

$$\delta^2_{\text{ILEC}} = \text{Calculated variance for ILEC.}$$

$$n_{\text{ILEC}} = \text{number of observations or samples used in ILEC measurement}$$

$$n_{\text{CLEC}} = \text{number of observations or samples used in CLEC measurement}$$

- For benchmark measurement results that are expressed as averages or means:

$$z = (\text{DIFF}) / 1$$

Where;

$$\text{DIFF} = \text{Benchmark} - M_{\text{CLEC}}$$

$$M_{\text{CLEC}} = \text{CLEC Average}$$

For parity measurement results that are expressed as percentages or proportions:

Step 1:

$$\rho = \frac{(n_{ILEC}P_{ILEC} + n_{CLEC}P_{CLEC})}{n_{ILEC} + n_{CLEC}}$$

Step 2:

$$\sigma_{P_{ILEC}-P_{CLEC}} = \sqrt{[\rho(1-\rho)]/n_{ILEC} + [\rho(1-\rho)]/n_{CLEC}}$$

Step 3:

$$Z = (P_{ILEC} - P_{CLEC})/\sigma_{P_{ILEC}-P_{CLEC}}$$

Where: n = Number of Observations

P = Percentage or Proportion

- For benchmark measurement results that are expressed as percentages or proportions:

$$Z = (\text{benchmark} - P_{CLEC})/1$$

Where: n = Number of Observations

P_{clec} = Percentage or Proportion for CLEC

- For measurement results that are expressed as rates or a ratio:

$$Z = (\text{DIFF}) / \delta_{\text{DIFF}}$$

Where;

$$\text{DIFF} = R_{ILEC} - R_{CLEC}$$

$$R_{ILEC} = \text{num}_{ILEC} / \text{denom}_{ILEC}$$

$$R_{CLEC} = \text{num}_{CLEC} / \text{denom}_{CLEC}$$

$$\delta_{\text{DIFF}} = \text{SQRT} [R_{ILEC} (1/\text{denom}_{CLEC} + 1/\text{denom}_{ILEC})]$$

II. Qualifications To Use Z-Test:

- The proposed Z-tests are applicable to reported measurements that contain 30 or more data points.
- For measurements where the performance delivered to CLEC is compared to SWBT performance and for which the number of data points are 29 or less, The following Alternative may be used:

Alternative 1:

1. For measurements that are expressed as averages, performance delivered to a CLEC for each observation shall not exceed the ILEC averages plus the applicable critical Z-value. If the CLEC's performance is outside the ILEC average plus the critical Z-value and it is the second consecutive month, SWBT can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If SWBT uses the Z-test for samples under 30, the CLEC can independently perform the permutation test to validate SWBT's results.
2. For measurements that are expressed as percentages, the percentage for CLEC shall not exceed ILEC percentage plus the applicable critical Z-value. If the CLEC's performance is outside the ILEC percentage plus the critical Z-value and it is the second consecutive month, SWBT can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If SWBT uses the Z-test for samples under 30, the CLEC can independently perform the permutation test to validate SWBT's results.

Alternative 2:

Permutation analysis will be applied to calculate the z-statistic using the following logic:

1. Choose a sufficiently large number T.
2. Pool and mix the CLEC and ILEC data sets
3. Randomly subdivide the pooled data sets into two pools, one the same size as the original CLEC data set (n_{CLEC}) and one reflecting the remaining data points, (which is equal to the size of the original ILEC data set or n_{ILEC}).
4. Compute and store the Z-test score (Z_s) for this sample.
5. Repeat steps 3 and 4 for the remaining T-1 sample pairs to be analyzed. (If the number of possibilities is less than 1 million, include a programmatic check to prevent drawing the same pair of samples more than once).
6. Order the Z_s results computed and stored in step 4 from lowest to highest.
7. Compute the Z-test score for the original two data sets and find its rank in the ordering determined in step 6.
8. Repeat the steps 2-7 ten times and combine the results to determine $P = (\text{Summation of ranks in each of the 10 runs divided by } 10T)$
9. Using a cumulative standard normal distribution table, find the value Z_A such that the probability (or cumulative area under the standard normal curve) is equal to P calculated in step 8.
10. Compare Z_A with the desired critical value as determined from the critical Z table. If $Z_A >$ the designated critical Z-value in the table, then the performance is non-compliant.

III. Critical Z-Test Value

The following table will be used for determining the Critical Z-value for each measurement. The table can be extended to include CLECs with fewer performance measurements.

Critical Z - Statistic Table

Number of Performance Measurements	Critical Z-value
10-19	1.79
20-29	1.73
30-39	1.68
40-49	1.81
50-59	1.75
60-69	1.7
70 – 79	1.68
80 – 89	1.74
90 – 99	1.71
100 – 109	1.68
110 – 119	1.7
120 – 139	1.72
140 – 159	1.68
160 – 179	1.69
180 – 199	1.7
200 – 249	1.7
250 – 299	1.7
300 – 399	1.7
400 – 499	1.7
500 – 599	1.72
600 – 699	1.72
700 – 799	1.73
800 – 899	1.75
900 – 999	1.77
1000 and above	Calculated for Type-1 Error Probability of 5%

IV. Methods Of Calculating Per Occurrence Voluntary Payments

Measurements For Which The Reporting Dimensions Are Averages Or Means.

- Step 1: Calculate the average or the mean for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measurement. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).
- Step 2: Calculate the percentage difference between the actual average and the calculated average for the third consecutive month.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measure.

Measurements For Which The Reporting Dimensions Are Percentages.

- Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).
- Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage for each of the three non-compliant months.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury.

Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.

- Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).
- Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio for each month of the non-compliant three-month period.
- Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply

the result by \$1500, \$900, and \$600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Measurements for Which Payment Is Per Occurrence With A Cap

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

V. Methods Of Calculating Per Measurement Voluntary Payments

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value.

ATTACHMENT A-4

VOLUNTARY PAYMENTS TABLE FOR MEASUREMENTS

Per Occurrence

Measurement Group	
High	\$1500
Medium	\$900
Low	\$600

Per Measurement/Per Occurrence Caps

Measurement Group	
High	\$225,000
Medium	\$90,000
Low	\$60,000

ATTACHMENT A-5a

**SBC/AMERITECH MEASUREMENT LIST
(EXCEPT CALIFORNIA AND NEVADA)**

MEASUREMENT LIST (EXCEPT CALIFORNIA AND NEVADA)							
	FPP	Benchmark/ Parity	Measurement Name				Pay
				Y1	Y2	Y3	
OSS	1	B	% FOC received in 'X' hours	M	M	M	occur/cap
	2	B	Average Response Time for OSS preorder interfaces	M	M	M	occur/cap
	3	P	Order Process Percent Flow Through	H	H	H	occur/cap
Provisioning	4a	P	% SBC caused missed due dates - POTS	H	H	H	occur
	4b	P	% SWBT caused missed due dates - Design	H	H	H	occur
	4c	P	% SWBT caused missed due dates	H	H	H	occur
	4d	B	% Mechanized Completions Returned Within one Day Of Work Completion	L	L	L	occur
	5a	P	Percent Trouble Report Within 10 Days (I-10) of Installation – POTS	H	H	H	occur
	5b	P	Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - Design	H	H	H	occur
	5c	P	Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - UNE	H	H	H	occur
	6a	P	Mean Installation Interval - POTS	H	H	H	occur
	6b	P	Average Installation Interval - POTS	H	H	H	occur
	6c	B	% Installation completed in 'X' days - UNE	M	H	H	occur
	7a	P	Average Delay Days For SWBT Caused Missed Due Dates – POTS	L	L	L	occur
	7b	P	Average Delay Days For SWBT Caused Missed Due Dates – Design	L	L	L	occur
	7c	P	Average Delay Days For SWBT Caused Missed Due Dates – UNE	L	L	L	occur
	8	P	Average installation interval - DSL	H	H	H	occur
	9	P	Average response time for loop qualification information	M	M	M	occur
Maintenance	10a	P	Percent Missed Repair Commitments - POTS	H	H	H	occur
	10b	P	Percent Missed Repair Commitments - UNE	H	H	H	occur
	11a	P	Percent Repeat Reports - POTS	H	H	H	occur
	11b	P	Percent Repeat Reports - Design	H	H	H	occur
	11c	P	Percent Repeat Reports - UNE	H	H	H	occur
	12a	P	Receipt To Clear Duration - POTS	H	H	H	occur
	12b	P	Mean Time To Restore - Design	H	H	H	occur
	12c	P	Mean Time To Restore - UNE	H	H	H	occur
	13a	P	Trouble Report Rate - POTS	H	H	H	occur
	13b	P	Failure Frequency – Design	L	L	L	occur
	13c	P	Trouble Report Rate - UNE	H	H	H	occur
Interconnection	14	B	Average Trunk Restoration Interval for Service Affecting Trunk Groups	M	M	H	occur
	15	B	Percent Trunk Blockage	M	H	H	occur/cap
Local Number Portability	16	B	% Pre-mature Disconnects (Coordinated Cutovers)	M	M	H	occur
Collocation	17	B	% missed collocation due date	M	M	H	occur
Billing	18	B	Billing Timeliness	M	M	H	occur/cap
OSS	19	B	OSS Interface Availability	M	M	H	meas
Interconnection	20	B	Common Transport Trunk Blockage	M	M	H	meas

ATTACHMENT A-5b

**SBC/AMERITECH MEASUREMENT LIST
(CALIFORNIA AND NEVADA)**

MEASUREMENT LIST (CALIFORNIA AND NEVADA)							
	FPP	Benchmark / Parity	Measurement Name				Pay
				Y1	Y2	Y3	
OSS	1	B	Average FOC Notice Interval	M	M	M	occur/cap
	2	B/P	Average Response Time (to preorder queries)	M	M	M	occur/cap
	3	B	Percent of Flow Through Orders	H	H	H	occur/cap
Provisioning	4a	P	% of Due Dates Missed- POTS	H	H	H	occur
	4b	P	% of Due Dates Missed - Design	H	H	H	occur
	4c	P	% of Due Dates missed - UNE	H	H	H	occur
	4d	B	Average Completion Notice Interval	L	L	L	occur
	5a	P	Percent Troubles Within 30 Days for New Orders - POTS	H	H	H	occur
	5b	P	Percent Troubles Within 30 Days for New Orders - Design	H	H	H	occur
	5c	P	Percent Troubles Within 30 Days for New Orders - UNE	H	H	H	occur
	6a	P	Average Completed Interval - POTS	H	H	H	occur
	6b	P	Average Completed Interval - Design	H	H	H	occur
	6c	P	Percent Installation completed within Standard Interval – UNE	M	H	H	occur
	7a	P	Delay Order Interval to Completion Date - POTS	L	L	L	occur
	7b	P	Delay Order Interval to Completion Date - Design	L	L	L	occur
	7c	P	Delay Order Interval to Completion Date - UNE	L	L	L	occur
	8	P	Average Completed Interval - DSL	H	H	H	occur
	9	P	Average response time for loop makeup information	M	M	M	occur
Maintenance	10a	P	Percent of Cust. Trouble not Resolved in Est. Time - POTS	H	H	H	occur
	10b	P	Percent of Cust. Trouble not Resolved in Est. Time - UNE	H	H	H	occur
	11a	P	Frequency of Repeat Troubles in 30 day period-POTS	H	H	H	occur
	11b	P	Frequency of Repeat Troubles in 30 day period-Design	H	H	H	occur
	11c	P	Frequency of Repeat Troubles in 30 day period - UNE	H	H	H	occur
	12a	P	Average Time to Restore - POTS	H	H	H	occur
	12b	P	Average Time To Restore - Design	H	H	H	occur
	12c	P	Average Time To Restore - UNE	H	H	H	occur
	13a	P	Customer Trouble Report Rate - POTS	H	H	H	occur
	13b	P	Customer Trouble Report Rate - Design	L	L	L	occur
	13c	P	Customer Trouble Report Rate - UNE	H	H	H	occur
Interconnection	14	B	Avg. Trunk Restoration Interval for Service Affecting Trunk Groups	M	M	H	occur
	15	P	Percent Blocking on Interconnection Trunks	M	H	H	occur/cap
Coordinated Conversions	16	P	Coordinated Customer Conversions	M	M	H	occur
Collocation	17	B	Percent Missed Collocation Due Dates	M	M	H	occur
Billing	18	B	Wholesale Bill Timeliness	M	M	H	occur/cap
OSS	19	B	Percent of Time Interface is Available	M	M	H	meas
Interconnection	20	B	Percent Blocking on Common Trunks	M	M	H	meas

ATTACHMENT A-6

YEAR 1

CIPP CAPS (\$M)

<u>State</u>	<u>Annual</u>	<u>Monthly</u>
Arkansas	\$ 4.16	\$ 0.35
California	\$ 79.01	\$ 6.58
Connecticut	\$ 9.56	\$ 0.80
Illinois	\$ 30.41	\$ 2.53
Indiana	\$ 9.71	\$ 0.81
Kansas	\$ 5.89	\$ 0.49
Michigan	\$ 23.55	\$ 1.96
Missouri	\$ 10.87	\$ 0.91
Nevada	\$ 1.54	\$ 0.13
Ohio	\$ 17.81	\$ 1.48
Oklahoma	\$ 7.05	\$ 0.59
Texas	\$ 40.99	\$ 3.41
Wisconsin	<u>\$ 9.45</u>	<u>\$ 0.79</u>
	\$250.00	\$ 20.83

ATTACHMENT A-6 (cont'd)

YEAR 2

CIPP CAPS (\$M)

<u>State</u>	<u>Annual</u>	<u>Monthly</u>
Arkansas	\$ 6.24	\$ 0.52
California	\$ 118.51	\$ 9.88
Connecticut	\$ 14.34	\$ 1.20
Illinois	\$ 45.62	\$ 3.80
Indiana	\$ 14.57	\$ 1.21
Kansas	\$ 8.83	\$ 0.74
Michigan	\$ 35.32	\$ 2.94
Missouri	\$ 16.31	\$ 1.36
Nevada	\$ 2.31	\$ 0.19
Ohio	\$ 26.72	\$ 2.23
Oklahoma	\$ 10.57	\$ 0.88
Texas	\$ 61.48	\$ 5.12
Wisconsin	<u>\$ 14.18</u>	<u>\$ 1.18</u>
	\$ 375.00	\$ 31.25

ATTACHMENT A-6 (cont'd)

YEAR 3

CIPP CAPS (\$M)

<u>State</u>	<u>Annual</u>	<u>Monthly</u>
Arkansas	\$ 8.32	\$ 0.69
California	\$ 158.02	\$ 13.17
Connecticut	\$ 19.12	\$ 1.59
Illinois	\$ 60.82	\$ 5.07
Indiana	\$ 19.42	\$ 1.62
Kansas	\$ 11.78	\$ 0.98
Michigan	\$ 47.10	\$ 3.93
Missouri	\$ 21.75	\$ 1.81
Nevada	\$ 3.08	\$ 0.26
Ohio	\$ 35.62	\$ 2.97
Oklahoma	\$ 14.10	\$ 1.18
Texas	\$ 81.97	\$ 6.83
Wisconsin	<u>\$ 18.90</u>	<u>\$ 1.57</u>
	\$ 500.00	\$ 41.67